



Accreditation Quality Report





Welcome to the Joint Commission's Quality Report. We know how important reliable information is to you and your family when making health care decisions. This Quality Report will help you make the right decisions to meet your needs. Since 1951, the Joint Commission has been the national leader in setting standards for health care organizations. When a health care organization seeks accreditation, it demonstrates commitment to giving safe, high quality health care and to continually working to improve that care.

The Quality Report is only one way to determine whether a health care organization can meet your needs. Discuss this report with your doctor or with other professional acquaintances before making a care decision. In addition to the accreditation status of the organization, the Quality Report uses checks, pluses, and minuses in each of the following key areas to help you compare a health care organization with similar accredited organizations.

- National Patient Safety Goals - safety guidelines that target the prevention of medical errors such as surgery on the wrong side of the body and safe medication use.
- National Quality Improvement Goals - measures the care of patients with specific conditions such as heart failure or pregnancy.

Not all measures are relevant to or available for all types of health care organizations. The Joint Commission will add relevant measures of health care quality as more measures become available. Your comments are just as important to us. The content and format of the Quality Report will be updated from time to time based on changes in the health care industry and your suggestions. Please call Customer Service at 630-792-5800 or e-mail the Joint Commission at qualityreport@jointcommission.org with your comments and suggestions.



Summary of Quality Information



Symbol Key

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| Accreditation Programs | Accreditation Decision | Effective Date | Last Full Survey Date | Last On-Site Survey Date |
|---|------------------------|----------------|-----------------------|--------------------------|
|  Behavioral Health Care and Human Services | Accredited | 11/13/2019 | 11/12/2019 | 11/12/2019 |
|  Hospital | Accredited | 11/16/2019 | 11/15/2019 | 12/27/2019 |

Accreditation programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Hospital

Certification programs recognized by the Centers for Medicare and Medicaid Services (CMS)

Ventricular Assist Device

| Advanced Certification Programs | Certification Decision | Effective Date | Last Full Review Date | Last On-Site Review Date |
|--|------------------------|----------------|-----------------------|--------------------------|
|  Advanced Comprehensive Stroke Center | Certification | 5/25/2018 | 1/15/2021 | 1/15/2021 |
|  Ventricular Assist Device | Certification | 12/17/2020 | 12/16/2020 | 12/16/2020 |

Other Accredited Programs/Services





- Hospital (Accredited by American College of Surgeons-Commission on Cancer (ACoS-COC))

Special Quality Awards

2015 Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program

Behavioral Health Care and Human Services

Hospital

| Compared to other Joint Commission Accredited Organizations | |
|---|---|
| | |
| Nationwide | Statewide |
|  |  * |
|  |  * |



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Compared to other Joint Commission Accredited Organizations

Nationwide

Statewide

National Quality Improvement Goals:

Reporting Period:
Jan 2019 -
Dec 2019

Emergency Department

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Perinatal Care

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Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| Advanced Heart Failure/Cardiology Faculty Practice DBA: Advanced Heart Failure/Cardiology Faculty Practice 110 Irving St., NW, MHVI 1st Floor Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Bariatric Surgery DBA: Bariatric Surgery 106 Irving St., NW POB 301South Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Burn Clinic DBA: Burn Clinic 110 Irving St. NW, 3B55 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Center for Breast Health DBA: Center for Breast Health 106 Irving Street, NW Washington Washington, DC 20010 | Services: <ul style="list-style-type: none"> Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| Center for Vascular Care DBA: Center for Vascular Care 106 Irving St. NW POB 3600North Washington, DC Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Colorectal Surgery DBA: Colorectal Surgery 106 Irving Street, NW POB 2100North Washington Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Endocrine Surgery DBA: Endocrine Surgery 106 Irving St., NW POB 2200North Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Eye Center DBA: Eye Center 110 Irving St. NW, 1A1 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Family Health Center Resident/Fellow Practice DBA: Family Health Center Resident/Fellow Practice 110 Irving St. NW, 1A50 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |



Locations of Care

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| Locations of Care | Available Services |
|---|--|
| Hearing and Speech DBA: Hearing and Speech 110 Irving St. NW, GA102, Washington, DC Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Infusion Washington Cancer Institute DBA: Infusion Washington Cancer Institute 106 Irving St. NW Washington, DC 20010 | Services: <ul style="list-style-type: none"> Administration of Blood Product (Outpatient) Administration of High Risk Medications (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| Lung & Esophageal Center DBA: Lung & Esophageal Center 110 Irving St., NW GA4 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Medical Oncology/Hematology Washington Cancer Institute DBA: Medical Oncology/Hematology Washington Cancer Institute 110 Irving St. NW. 2nd Floor WCI Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Medicine Subspecialty Practice DBA: Medicine Subspecialty Practice 110 Irving St. NW, 1A50B Washington, DC 20010 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Outpatient Clinics (Outpatient) Perform Invasive Procedure (Outpatient) |
| MedStar Dermatology DBA: MedStar Dermatology-Chevy Chase 5530 Wisconsin Ave, Suite 730, Chevy Chase, MD 20815 | Services: <ul style="list-style-type: none"> Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| MedStar Dermatology DBA: MedStar Dermatology-POB 106 Irving St., NW POB 410South Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| MedStar Plastic & Reconstructive Surgery DBA: MedStar Plastic & Reconstructive Surgery 106 Irving St., NW POB 3400North Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| MedStar Washington Hospital Center * DBA: MedStar Washington Hospital Center 110 Irving St NW Washington, DC 20010 | Joint Commission Advanced Certification Programs: <ul style="list-style-type: none"> Advanced Comprehensive Stroke Center Ventricular Assist Device Services: <ul style="list-style-type: none"> Behavioral Health (24-hour Acute Care/Crisis Stabilization - Adult) Brachytherapy (Imaging/Diagnostic Services) Burn Unit (Inpatient) Cardiac Catheterization Lab (Surgical Services) Cardiac Surgery (Surgical Services) Cardiothoracic Surgery (Surgical Services) Cardiovascular Unit (Inpatient) Coronary Care Unit (Inpatient) CT Scanner (Imaging/Diagnostic Services) Dialysis Unit (Inpatient) Ear/Nose/Throat Surgery (Surgical Services) EEG/EKG/EMG Lab (Imaging/Diagnostic Services) Gastroenterology (Surgical Services) GI or Endoscopy Lab (Imaging/Diagnostic Services) Gynecological Surgery (Surgical Services) Gynecology (Inpatient) Hazardous Medication Compounding (Inpatient) Hematology/Oncology Unit (Inpatient) Inpatient Unit (Inpatient) Interventional Radiology (Imaging/Diagnostic Services) Labor & Delivery (Inpatient) Magnetic Resonance Imaging (Imaging/Diagnostic Services) Medical /Surgical Unit (Inpatient) Medical ICU (Intensive Care Unit) Neuro/Spine ICU (Intensive Care Unit) Neuro/Spine Unit (Inpatient) Neurosurgery (Surgical Services) Non-Sterile Medication Compounding (Inpatient) Normal Newborn Nursery (Inpatient) Nuclear Medicine (Imaging/Diagnostic Services) Nuclear Pharmacy (Inpatient) Ophthalmology (Surgical Services) Orthopedic Surgery (Surgical Services) Orthopedic/Spine Unit (Inpatient) Outpatient Clinics (Outpatient) Peer Support (Non 24 Hour Care) Plastic Surgery (Surgical Services) Positron Emission Tomography (PET) (Imaging/Diagnostic Services) Post Anesthesia Care Unit (PACU) (Inpatient) Radiation Oncology (Imaging/Diagnostic Services) Sterile Medication Compounding (Inpatient) Surgical ICU (Intensive Care Unit) Surgical Unit (Inpatient) Teleradiology (Imaging/Diagnostic Services) Thoracic Surgery (Surgical Services) Transplant Surgery (Surgical Services) Ultrasound (Imaging/Diagnostic Services) Urology (Surgical Services) Vascular Surgery (Surgical Services) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|--|--|
| MWHC Orthopaedic Surgery DBA: MWHC Orthopaedic Surgery 106 Irving St., NW POB 5000North Washington, DC 20010 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| MWHC Psychiatry/OP Behavioral Health Services DBA: MWHC Psychiatry/OP Behavioral Health Services 216 Michigan Avenue, NE 2nd floor Washington, DC 20017 | Services: <ul style="list-style-type: none"> Behavioral Health (Day Programs - Adult) (Non 24 Hour Care - Adult) (Partial Hospitalization - Adult) Community Integration (Non 24 Hour Care) |
| National Center for Advanced Pelvic Surgery DBA: National Center for Advanced Pelvic Surgery 106 Irving St. NW, POB 405South, Washington, DC 20010 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| National Center for Advanced Pelvic Surgery DBA: National Center for Advanced Pelvic Surgery 5410 Edson Lane , Suite 306, Rockville, MD 20852 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Oncology Specialty Center Washington Cancer Institute; DBA: Oncology Specialty Center Washington Cancer Institute; 110 Irving St. NW Washington, DC 20010 | Services: <ul style="list-style-type: none"> Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| Oncology/Radiation Oncology DBA: Oncology/Radiation Oncology 110 Irving St. NW, ground floor Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Oral and Maxillofacial Surgery DBA: Oral and Maxillofacial Surgery 110 Irving St. NW, GA 144 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Anesthesia (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |



Locations of Care

* Primary Location

| Locations of Care | Available Services |
|---|--|
| Otolaryngology, Head & Neck Surgery DBA: Otolaryngology, Head & Neck Surgery 106 Irving Street 2700 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Perinatal Center DBA: Perinatal Center 106 Irving St. NW, POB 108South, Washington, DC Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Perinatal Center DBA: Perinatal Center 110 Irving St. NW, 5B63 Washington, DC Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Physicians Office Building Radiology DBA: Physicians Office Building Radiology 106 Irving Street, NW Washington Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Podiatry DBA: Podiatry 106 Irving St., NW POB 3400North Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Surgical Ambulatory Care Center DBA: Surgical Ambulatory Care Center 110 Irving St. NW, GA48 Washington, DC 20010 | Services: <ul style="list-style-type: none"> Administration of High Risk Medications (Outpatient) Perform Invasive Procedure (Outpatient) Single Specialty Practitioner (Outpatient) |
| Urology DBA: Urology 106 Irving Street, NW, POB 315South Washington Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Vascular Access Clinic DBA: Vascular Access Clinic 106 Irving St. NW, POB 419South, Washington, DC Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |
| Vascular Lab DBA: Vascular Lab 106 Irving St. NW, POB 3150North, Washington, DC Washington, DC 20010 | Services: <ul style="list-style-type: none"> Single Specialty Practitioner (Outpatient) |



Locations of Care




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| Locations of Care | Available Services |
|--|---|
| Women's & Infants Services Ob/Gyn Clinic DBA: Women's & Infants Services Ob/Gyn Clinic 110 Irving St. NW, GAE3 Washington, DC 20010 | Services: <ul style="list-style-type: none">• Perform Invasive Procedure (Outpatient)• Single Specialty Practitioner (Outpatient) |







2019 National Patient Safety Goals

Symbol Key

-  The organization has met the National Patient Safety Goal.
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Behavioral Health Care and Human Services




| Safety Goals | Organizations Should | Implemented |
|---|---|---|
| Improve the accuracy of the identification of individuals served. | Use of Two Identifiers |  |
| Improve the safety of using medications. | Reconciling Medication Information |  |
| Reduce the risk of health care-associated infections. | Meeting Hand Hygiene Guidelines |  |
| The organization identifies safety risks inherent in the population of the individuals it serves. | Identifying Individuals at Risk for Suicide |  |

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2019 National Patient Safety Goals

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Hospital

| Safety Goals | Organizations Should | Implemented |
|--|--|---|
| Improve the accuracy of patient identification. | Use of Two Patient Identifiers |  |
| | Eliminating Transfusion Errors |  |
| Improve the effectiveness of communication among caregivers. | Timely Reporting of Critical Tests and Critical Results |  |
| Improve the safety of using medications. | Labeling Medications |  |
| | Reducing Harm from Anticoagulation Therapy |  |
| | Reconciling Medication Information |  |
| Reduce the harm associated with clinical alarm systems. | Use Alarms Safely on Medical Equipment |  |
| Reduce the risk of health care-associated infections. | Meeting Hand Hygiene Guidelines |  |
| | Preventing Infections that are difficult to treat |  |
| | Preventing Central-Line Associated Blood Stream Infections |  |
| | Preventing Surgical Site Infections |  |
| | Preventing Catheter-Associated Urinary Tract Infection |  |
| The organization identifies safety risks inherent in its patient population. | Identifying Individuals at Risk for Suicide |  |
| Universal Protocol | Conducting a Pre-Procedure Verification Process |  |
| | Marking the Procedure Site |  |
| | Performing a Time-Out |  |



National Quality Improvement Goals

Reporting Period: January 2019 - December 2019

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Compared to other Joint
Commission

Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|----------------------|---|--------------|--------------|
| Emergency Department | This category of evidence based measures assesses the time patients remain in the hospital Emergency Department prior to inpatient admission. | ² | ² |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|--|---|---|---|------------------|-------------------------|-------------------|
| | | | Nationwide | | Statewide | |
| | | | Top 10% Scored at Most: | Weighted Median: | Top 10% Scored at Most: | Weighted Median: |
| Admit Decision Time to ED Departure Time for Admitted Patients | The amount of time (in minutes) it takes from the time the physician decides to admit a patient into the hospital from the Emergency Department until the patient actually leaves the ED to go to the inpatient unit. | ² 384.00 minutes 673 eligible Patients | 55.00 | 133.00 | ---- ³ | ---- ³ |



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Compared to other Joint Commission
Accredited Organizations

| Measure Area | Explanation | Nationwide | Statewide |
|----------------|--|------------|-----------|
| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. | 2 | 2 |

Compared to other Joint Commission
Accredited Organizations

| Measure | Explanation | Hospital Results | Compared to other Joint Commission Accredited Organizations | | | |
|---|---|---|---|---------|--------------------------|-------------------|
| | | | Nationwide | Average | Statewide | Average |
| | | | Top 10% Scored at Least: | Rate: | Top 10% Scored at Least: | Rate: |
| Antenatal Steroids | This measure reports the overall number of mothers who were at risk of preterm delivery at 24-32 weeks gestation receiving antenatal steroids prior to delivering preterm newborns. Antenatal steroids are steroids given before birth. | 100% of 25 eligible Patients | 100% | 98% | ____ ³ | ____ ³ |
| Cesarean Birth | This measure reports the number of first-time moms with a full-term, single baby in a head-down position who delivered the baby by cesarean section. | --- | 12% | 25% | ____ ³ | ____ ³ |
| Elective Delivery | This measure reports the overall number of mothers who had elective vaginal deliveries or elective cesarean sections at equal to and greater than 37 weeks gestation. An elective delivery is the delivery of a newborn(s) when the mother was not in active labor or presented with spontaneous ruptured membranes prior to medical induction and/or cesarean section. | 0% of 80 eligible Patients | 0% | 2% | ____ ³ | ____ ³ |
| Exclusive Breast Milk Feeding | This measure reports the overall number of newborns who are exclusively breast milk fed during the newborns entire hospitalization. Exclusive breast milk feeding is when a newborn receives only breast milk and no other liquids or solids except for drops or syrups consisting of vitamins, minerals, or medicines. | 38% of 386 eligible Patients | 73% | 51% | ____ ³ | ____ ³ |
| Unexpected Complications in Term Newborns per 1000 livebirths - Moderate Rate | The moderate rate equals the number of patients with moderate complications. | 10 2413.00 minutes 2817 eligible Patients | | | ____ ³ | ____ ³ |



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| Perinatal Care | This category of evidenced based measures assesses the care of mothers and newborns. |  2 |  2 |

Compared to other Joint Commission Accredited Organizations

| Measure | Explanation | Compared to other Joint Commission Accredited Organizations | | | | |
|--|---|---|--------------------------|---------------|--------------------------|---------------|
| | | Hospital Results | Top 10% Scored at Least: | Average Rate: | Top 10% Scored at Least: | Average Rate: |
| Unexpected Complications in Term Newborns per 1000 livebirths - Overall Rate | This measure looks at the number of full-term single babies with a normal birth weight and with no preexisting conditions, these are babies that are expected to do well and routinely go home with the mother. |  10 4543.00 minutes 2817 eligible Patients | | | ____3 | ____3 |
| Unexpected Complications in Term Newborns per 1000 livebirths - Severe Rate | The severe rate equals the number of patients with severe complications. |  10 2129.00 minutes 2817 eligible Patients | | | ____3 | ____3 |



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